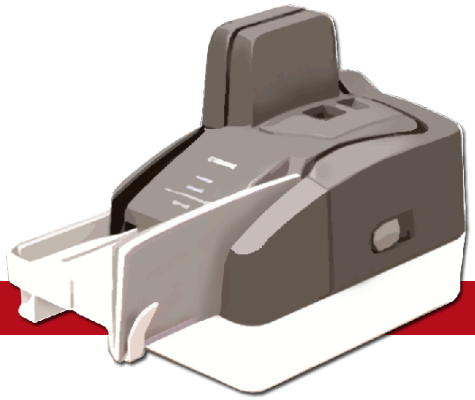
HIGH-SPEED ONLINE DEPOSITS USER GUIDE



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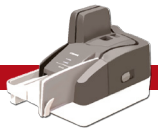


HIGH-SPEED ONLINE DEPOSITS USER GUIDE

Table of Contents

1. **About Online Deposits** **03**
   - a. Deposit Limit 03
   - b. Deposit Times 03
   - c. Acceptable Items 03
   - d. Unacceptable Items 03
2. **Scanner Information** **04**
   - a. Scanner Type 04
   - b. Scanner Components 04
3. **System Requirements** **05**
4. **Scanner Set-up** **05**
   - a. Verify that you have all components 05
   - b. Run Internet Explorer as an administrator 06
   - c. Compatibility Mode 06
   - d. Trusted Sites 07
   - e. Install Ranger Transport API™ 08
   - f. Configuration for Ranger Platform V4 12
   - g. Plug in scanner 14
5. **Testing the Scanner** **15**
6. **Depositing Checks** **17**
   - a. Start 18
   - b. Scan 20
     - i. Add checks during a deposit 21
     - ii. "Expected Number of Checks" doesn't match with "Number of Checks" 21
   - c. Review 22
     - i. Edit check information during a deposit 23
     - ii. Delete checks during a deposit 23
     - iii. Duplicate Checks 24
   - d. Receipt 24
7. **How to Access Previous Scanning History** **26**
8. **Transaction Details** **26**
9. **After Scanning** **27**
10. **Support**
    - a. Canon Scanner Installation, Operations and Maintenance 27
    - b. BECU Contact Center for Online Banking and Online Deposits 27
11. **Troubleshooting Guide** **28**
    - a. Scanner Jams 28
    - b. Check Scanner Connectivity 29
    - c. Use Internet Explorer in 32 bit mode 29
    - d. Scanner Not Listed in Drop-down List 29
    - e. Unable to view/select disired account number for deposit 29
    - f. Uninstall and Re-Install the Ranger Application and Ranger Plug-in 30

Introduction

Welcome to BECU's High-Speed Online Deposits service. This guide provides initial instructions for setting up your scanner and using the Online Deposits service.

About Online Deposits

BECU's High-Speed Online Deposits is a faster, easier and more secure way to deposit money to your BECU accounts—all you need is a computer and a High-Speed check scanner.

Deposit Limit:
Number of checks per deposit: 30

Deposit Times:
Funds deposited before 9:00 PM PST on business days will be considered made on that day. Funds deposited after 9:00 PM PST or on a non-business day will be considered made on the following business day.

Acceptable Items

- >> Checks drawn on U.S. banks and in U.S. dollars
- >> U.S. Treasury checks

Unacceptable items

- >> U.S. savings bonds and other non-check items
- >> Items drawn on banks outside the U.S., including Canadian banks
- >> Items drawn in a foreign currency
- >> Paper draft without MICR printing
- >> Checks drawn against a line of credit
- >> Checks that are not payable to you
- >> Cash
- >> Travelers checks
- >> Money orders

Symbols Used in this Manual

The following symbols are used in this manual to explain certain instructions that should be observed for safety.

☛*IMPORTANT*

Indicates significant instructions to avoid errors with Online Deposits and your scanner.

✎*NOTE*

Indicates clarification or additional explanations for provided instructions. Be sure to read these items carefully to ensure that you are accessing Online Deposits correctly.

❇*TIP*

Indicates advice to prevent errors with Online Deposits and problems with your scanner.

Scanner Information

Scanner Type: **Canon CR-50 CF**

✎*NOTE: Only this model of the scanner may be used. Scanners must be new, not refurbished.*

Scanner components:

- >> Scanner Unit – Canon CR-50 CF
- >> Power Cord
- >> AC Adapter
- >> USB cable
- >> Setup CD – comes with Ranger Transport API™ and Driver
- >> Marking Labels for Thickness Adjustment Dial
- >> Warranty Card
- >> User Registration Card
- >> Canon CR-50 CF Installation Guide
- >> Canon CR-50 CF Operation & Maintenance Guide

System Requirements

Before you begin setting up and using your scanner, make sure your computer system meets the minimum system requirements to support the application.

Operating Systems	Windows Vista Windows 7 (administrator account) Windows 8 (administrator account)
RAM	Minimum: 1 GB **Recommended: 2 GB**
CPU	**Intel (or AMD) 2.0 GHz or greater**
Monitor	**1280 x 720**
Browser	**Internet Explorer 9 or higher**
Needed	**JavaScript and Active X – Must be allowable**

Scanner Set-up

1. Verify that you have all components:

- >> Canon CR-50 CF
- >> Power Cord
- >> AC Adapter
- >> USB cable
- >> Setup CD – comes with Ranger Transport API™ and Driver
- >> Marking Labels for Thickness Adjustment Dial
- >> Warranty Card
- >> User Registration Card
- >> Canon CR-50 Installation Guide
- >> Canon CR-50 Operation & Maintenance Guide

NOTE: *Make sure that you have access to BECU's High-Speed Online Deposits User Guide (this manual) while you are setting up your scanner and accessing Online Deposits for the first time.*

IMPORTANT: *Do NOT connect the scanner to your computer or turn it on until after you install Ranger Transport.*

2. You must run Internet Explorer as an administrator.

a. Right-click on the Internet Explorer icon or shortcut.

b. Select ***Run as Administrator*** ***(Figure 1)***.

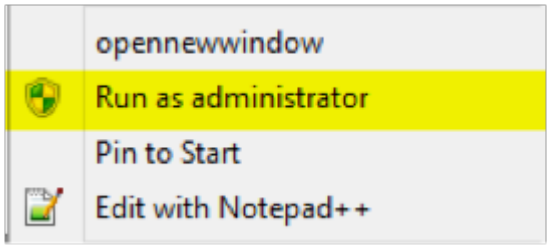


Figure 1

3. Add BECU Online Banking and Ensenta.com to your trusted sites in Internet Explorer.

a. Using Internet Explorer (32-bit), go to the ***www.becu.org*** and log-in to Online Banking.

If you are using a 64-bit version of Windows (such as Windows 7 or Windows 8), ensure that you are using the 32-bit version of Internet Explorer. See Step 3 in the Troubleshooting Guide section on page 28 for more information.

b. Click ***tools*** in the top right and select ***Internet Options*** at the bottom of the list ***(Figure 2)***.

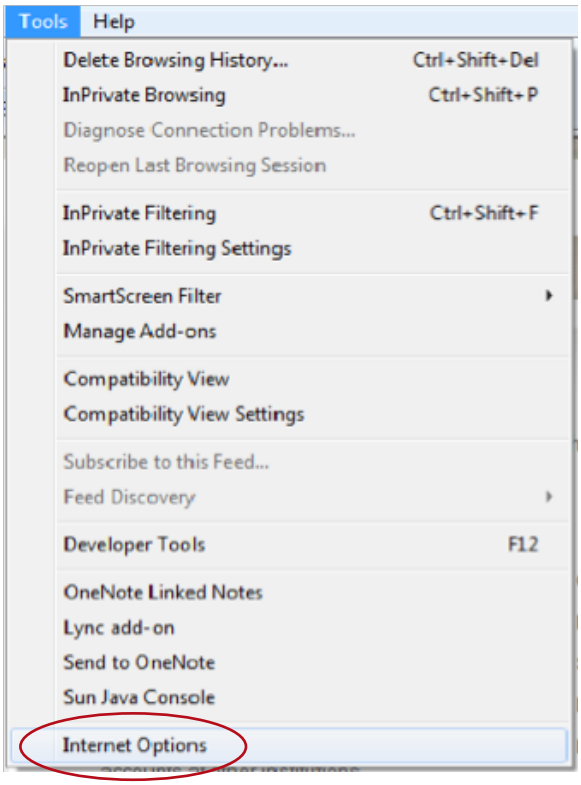


Figure 2

c. Click on ***Security*** to bring the tab to the foreground ***(Figure 3)***.

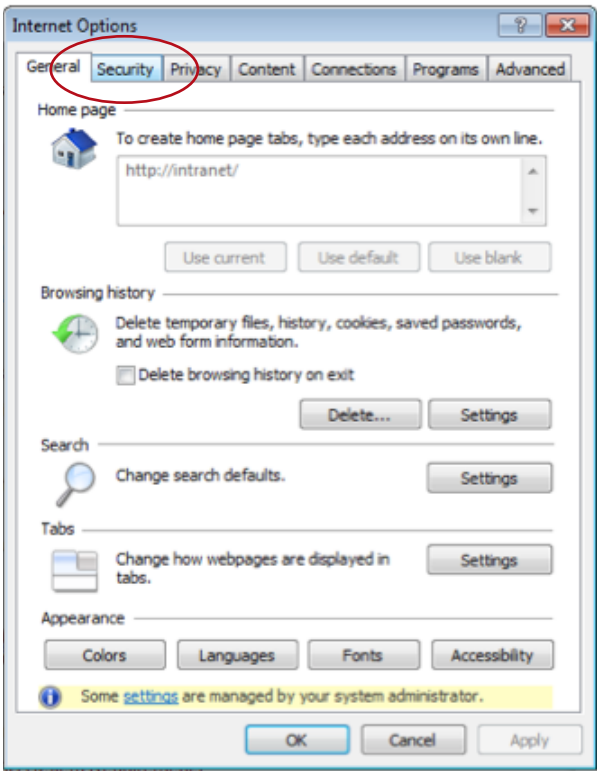


Figure 3

d. Click on the green check mark for ***Trusted Sites*** ***(Figure 4)***.

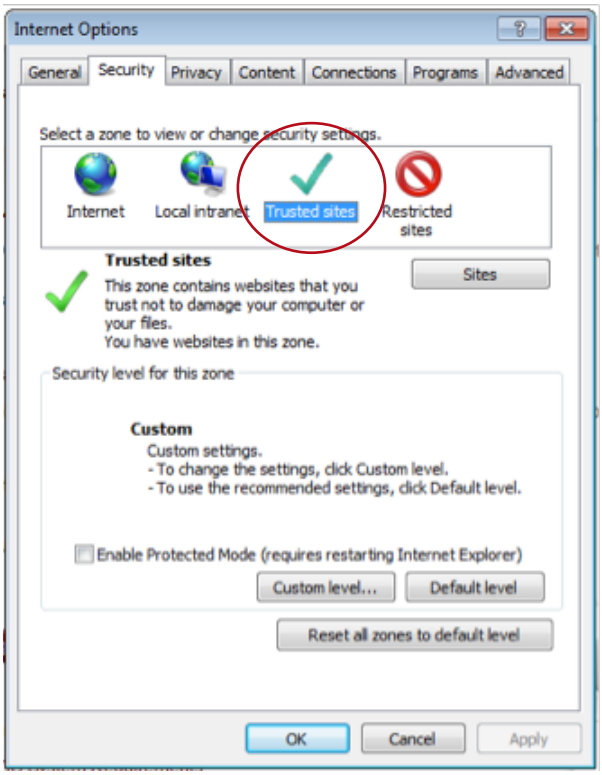


Figure 4

e. Click ***Sites***. The current URL should be listed in the "***Add this website to the zone***" field. If it is not, enter ***https://www.becuonlinebanking.org***. Click ***Add***

f. Next, enter ***https://*.ensenta.com*** into the same "***Add this website to the Zone:***" box. Click ***Add*** ***(see Figure 5 for end result)***

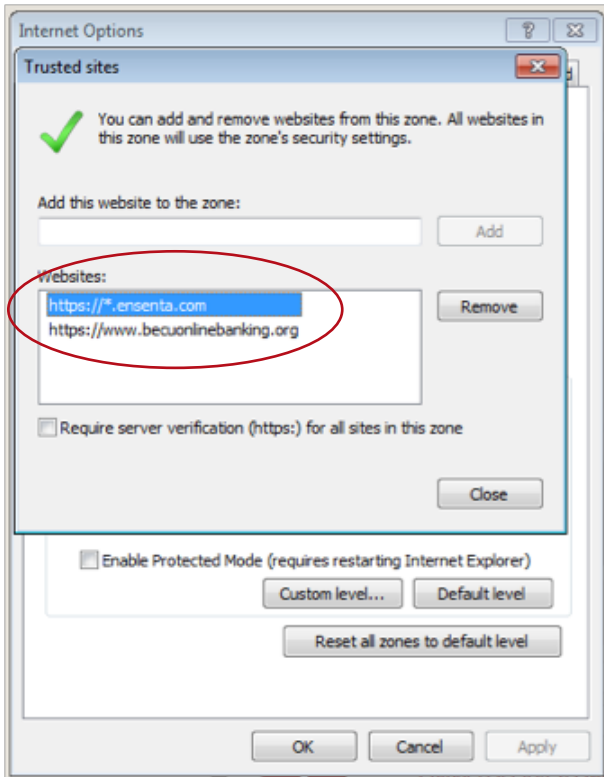


Figure 5

g. Click ***Close***. Click ***OK***.

5. Installing "Ranger Transport API™".

Ranger API enables your scanner to communicate with BECU Online Banking when you access Online Deposits.

RECOMMENDED METHOD

Your scanner included a CD with Ranger API and the supported driver. To ensure use of the most current version, we recommend downloading the software directly from the Cannon webite. The steps follow.

NOTE: *You should not have a driver for another check scanner installed on the same system. If you do, delete it before you install this driver.*

IMPORTANT: ***Do NOT*** *install the driver for the scanner. If you install the driver rather than installing Ranger or if you install both the driver and Ranger—but at separate times, you will get an error when you attempt to run Online Deposits.*

a. Go to ***http://www.usa.canon.com/cusa/home***

b. In the Search box on the top right of the screen, enter ***CR-50***, click the ***Search*** button ***(Figure 6)***.

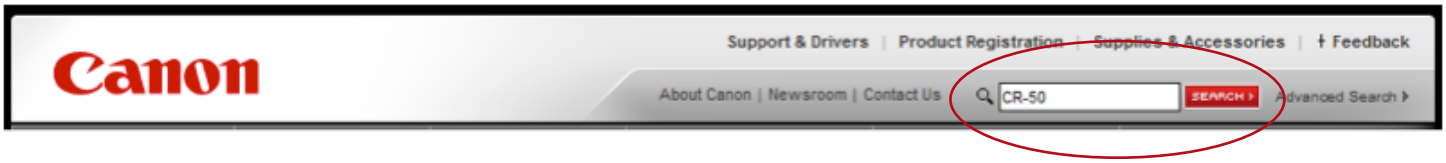

Canon
Support & Drivers | Product Registration | Supplies & Accessories | Feedback
About Canon | Newsroom | Contact Us
CR-50
SEARCH
Advanced Search

Figure 6

c. Click ***Drivers & Software*** to expand ***(Figure 7)***.

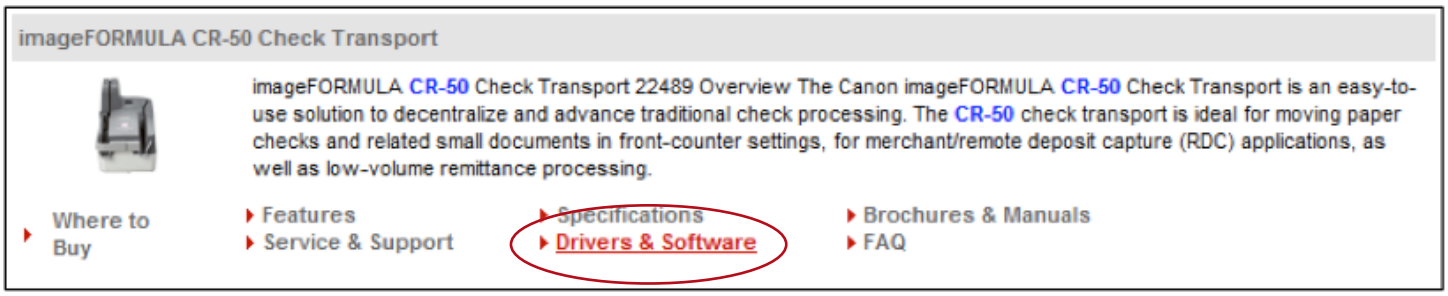

imageFORMULA CR-50 Check Transport
imageFORMULA CR-50 Check Transport 22489 Overview The Canon imageFORMULA CR-50 Check Transport is an easy-to-use solution to decentralize and advance traditional check processing. The CR-50 check transport is ideal for moving paper checks and related small documents in front-counter settings, for merchant/remote deposit capture (RDC) applications, as well as low-volume remittance processing.
Where to Buy
Features
Service & Support
Specifications
Drivers & Software
Brochures & Manuals
FAQ

Figure 7

d. Select your operating system and version from drop down menus ***(Figure 8)***.

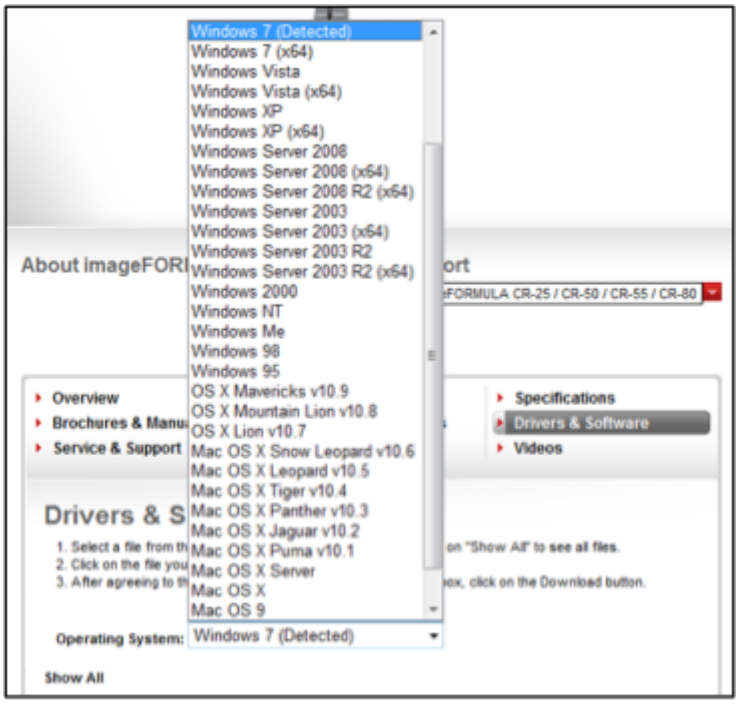


Figure 8

Note: if the message below is presented when the OS Version is selected, the next most recent OS version may be used. (Example: If presented when selecting Windows 8.1 then you may download Windows 8, etc.)

Drivers
There is no driver for the OS Version you selected. The driver may be included in your OS or you may not need a driver.

e. Click the arrow next to ***Drivers*** to expand ***(Figure 9)***.

Figure 9

f. Press the **+** button next to the File Description that contains "***DRR***" and verify in the description that it includes the verbiage "***Ranger Driver***" ***(Figure 10)***.

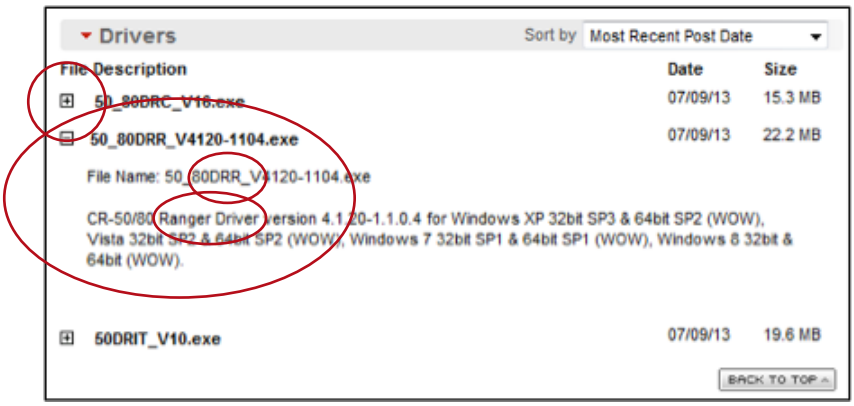


Figure 10

g. Once you have identified the Ranger Driver, click on the ***file name*** ***(Figure 11)*** and you will be prompted with an agreement. After agreeing, you will be prompted to save the driver. It is recommended that you select ***Save As*** and choose a location on your computer you will remember *(as opposed to selecting Run)*.

Figure 11

h. Double click on the ***Ranger Driver*** file that was previously downloaded in Step F. A dialog box will display ***(Figure 12)***.

i. Click the ***Install*** button and the Ranger driver will install ***(Figure 12)***.

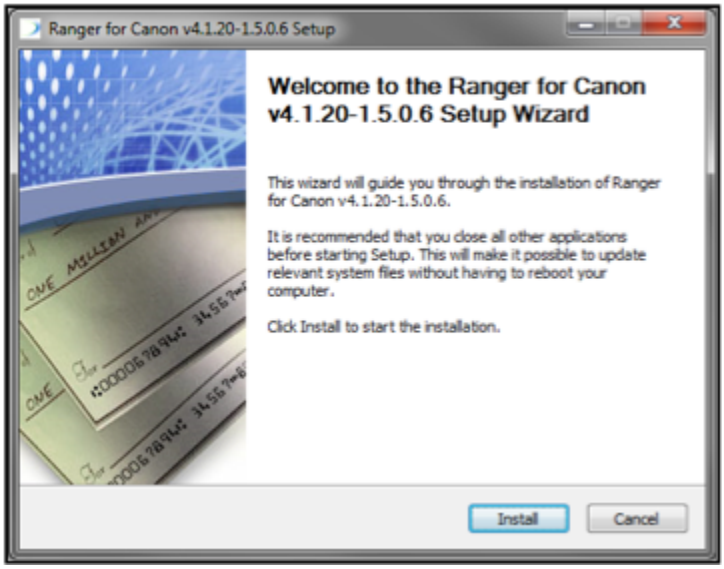

Ranger for Canon v4.1.20-1.5.0.6 Setup
Welcome to the Ranger for Canon v4.1.20-1.5.0.6 Setup Wizard
This wizard will guide you through the installation of Ranger for Canon v4.1.20-1.5.0.6.
It is recommended that you close all other applications before starting Setup. This will make it possible to update relevant system files without having to reboot your computer.
Click Install to start the installation.
Install
Cancel

Figure 12

j. Click ***Finish***. You should see Silver Bullet Technology in your Start Menu/Program list.

Note: if it does not appear in the Start Menu/Program List, you may view the folder's contents by:

1. Opening Windows Explorer
2. Navigating to C:\Program Files\Silver Bullet Technology (this is the default installation directory.

6. Configuration for Ranger Platform V4

a. Start the Scanner Application:

Windows Vista or 7:

a. Click the ***Start*** menu and select ***All Programs***.
b. Select ***Silver Bullet Technology***.
c. Select ***Ranger***
d. Select ***RangerFlex*** ***(Figure 13)***

Figure 13

Windows 8 or 8.1:

a. Open the ***Start*** menu/App screen.
b. Begin typing "***ranger***" and the Search option will automatically appear
c. Select ***RangerFlex for CR-50_CR-80*** from the search results to open the app.

Figure 14

b. Move the ***TransportInfo.ini*** file into the ***Scanner Plug-Ins*** folder.
   1) Press the ***Windows*** button and the ***R key*** together to open the Run program window.
   2) Type ***%programdata%*** and click ***OK*** ***(Figure 15)***.

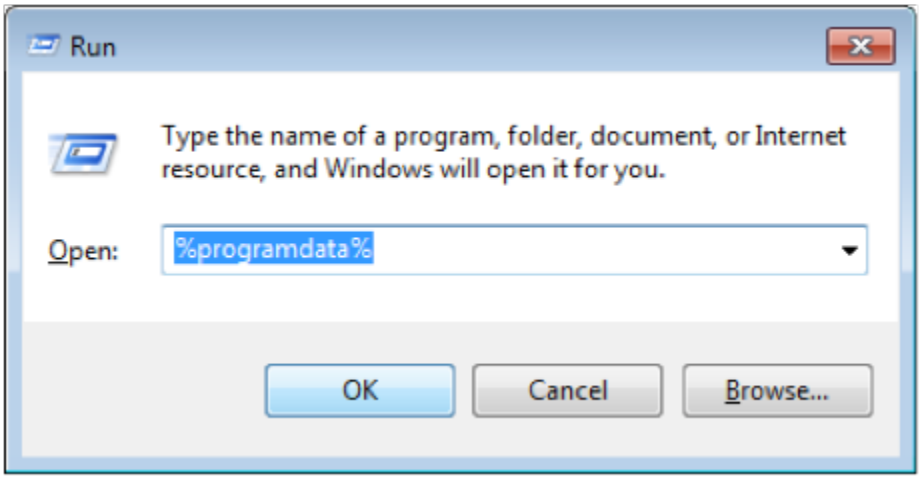


Figure 15

   3) Navigate to ***Silver Bullet Technology***
   4) Navigate to the ***Ranger*** folder
   5) Navigate to ***Scanner Plug-ins***

6) Open the folder that is named the model of scanner (***CR-50***) and copy the ***Transportinfo.ini*** file ***(Figure 16)***.

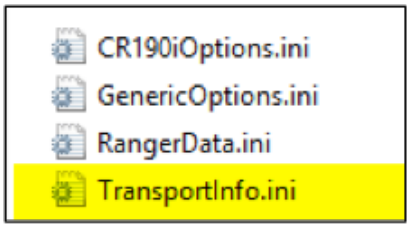


Figure 16

7) Navigate back to the ***Scanner Plug-ins***, Paste the ***TransportInfo.ini*** file into this folder.
8) Click the ***X*** in the top right corner to close the RangerFlex application.

PLUG IN SCANNER

7. Remove packaging and packing tape from scanner unit and cables.

8. Position the scanner on a flat surface at least one foot away from other electronic devices.

9. Attach the AC Adaptor to the Power Cord and connect them to the scanner.

10. Plug the other end of the power cord into an outlet.

11. Connect the USB cable to the scanner and your computer.

12. Connect the other end of the USB cable to a USB port on the computer.

Testing the Scanner

Prior to accessing Online Deposits, test that Ranger API and the scanner driver are correctly installed.

1. **Turn on the scanner. Allow a minute for the scanner to initialize and wait for the blue *"ready"* light to illuminate.**

2. **Prepare checks for scanning *(Figure 17)*.**

a. Remove rubber bands, staples, and paper clips.

b. Align edges of the checks by gently tapping the bottom and the side that goes into the scanner on a hard surface.

c. Scan checks of like sizes together; separate smaller size checks from larger sizes.

d. Make sure all checks are facing out in the same direction and the bottoms (MICR lines) are parallel to the hard surface, as shown in this photo of the Canon CR-50.

Figure 17

> ***NOTE:*** *The recommended maximum number of checks to scan for a single batch is 30 checks. You may scan any number of checks up to 30.*

3. **Load the checks into your scanner, pulling back on the eject stopper if necessary.**

4. **From the Start menu, select *Programs*, then *Silver Bullet Technology*, then *Ranger for CR-50_CR-80*, then *RangerFlex for CR-50_CR-80*. The test program will open and you will see a test window with empty scan images *(Figure 18)*.**

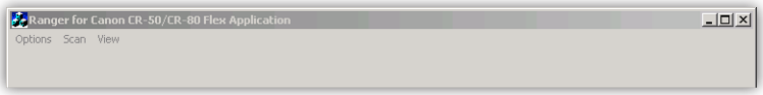


Figure 18

> ***NOTE:*** *If the application tells you the scan is dead, the scanner is either not plugged into the computer or not turned on.*

5. **Click *Scan* on the menu bar and *Begin Batch* from the drop down *(Figure 18)*.**

6. **A dialog box appears *(Figure 19)*:**

a. In the field next to ***"Set Item Counter:"*** enter the number of checks you are scanning.

b. Select the ***Scan Continuously*** option.

c. Click ***Begin Scan***.

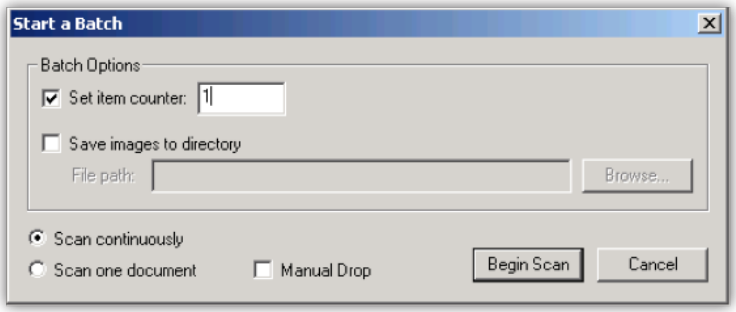


Figure 19

7. **The checks are scanned. A dialog box displays the results of the scan and the scanned checks appear in the main application window *(Figure 20)*.**

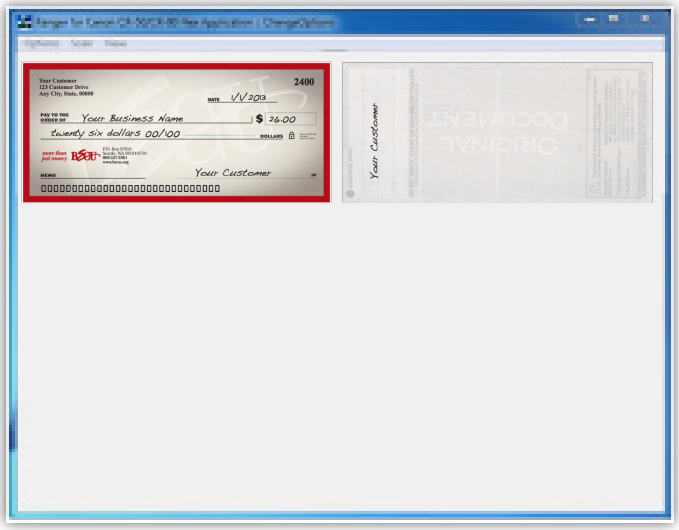


Figure 20

8. **Exit out of the window once you are finished with your test scan. This will delete the checks from your computer.**

Your scanner is now ready for use with Online Deposits.

> ***NOTE:*** *The tests scans are just to make sure your scanner is working properly. The test is not linked to BECU's Online Deposits. As a result, the checks will not appear as a deposit on Online Deposits.*

Depositing Checks

Accessing Online Deposits consists of four steps:

1. **Start** will ask you what account you want your checks to be deposited to, the total deposit amount, the total number of checks, and to select your scanner settings.
2. **Scan** will scan the checks in your scanner and give you the option to scan more checks.
3. **Review** will allow you to see and review all the checks that you have just scanned—from here, you can edit check information, delete checks, or scan more checks.
4. **Receipt** will let you review all your deposit information and give you the option to go back to Review to correct any errors, scan more checks, or submit your deposit.

1. Login to ***BECU Online Banking***.
2. Click the ***Online Deposits*** tab located at the top of the screen ***(Figure 21)***.

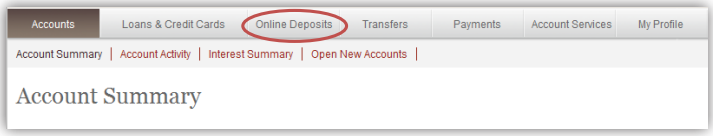


Figure 21

> ***NOTE:*** *Anytime during the Online Deposits, you may be asked to run the EnsentaCorporation application. If so, click* ***Run*** *(**Figure 22**).*

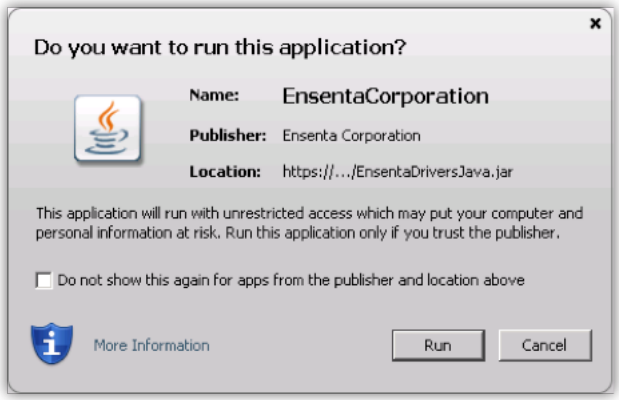

Do you want to run this application?
Name: EnsentaCorporation
Publisher: Ensenta Corporation
Location: https://.../EnsentaDriversJava.jar
This application will run with unrestricted access which may put your computer and personal information at risk. Run this application only if you trust the publisher.
Do not show this again for apps from the publisher and location above
More Information
Run
Cancel

Figure 22

Start

3. If you are a first time user of Online Deposits, you will be asked to accept BECU's Online Deposits Terms & Conditions. Click the hyperlink ***Read Terms & Conditions*** to read BECU's Online Deposits Terms & Conditions. If you agree with the Terms & Conditions, click ***I Agree*** ***(Figure 23)***. You will be guided to the screen in **Step 4**.

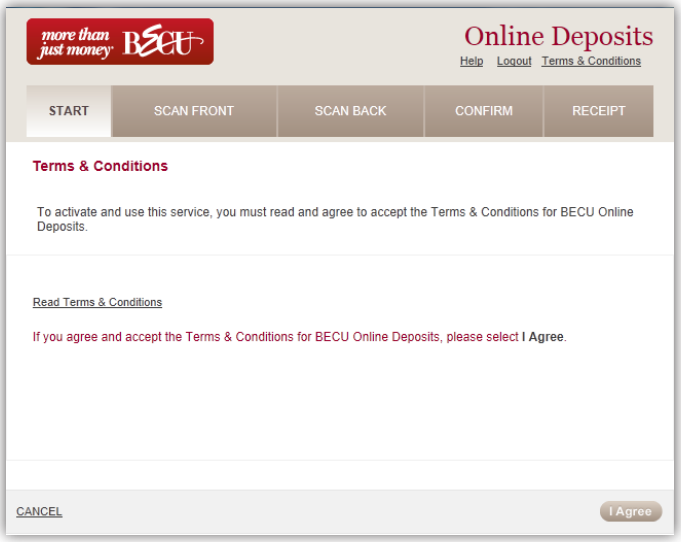

more than just money BECU
Online Deposits
Help Logout Terms & Conditions
START
SCAN FRONT
SCAN BACK
CONFIRM
RECEIPT
Terms & Conditions
To activate and use this service, you must read and agree to accept the Terms & Conditions for BECU Online Deposits.
Read Terms & Conditions
If you agree and accept the Terms & Conditions for BECU Online Deposits, please select I Agree.
CANCEL
I Agree

Figure 23

> ***IMPORTANT:*** *The first time you access Online Deposits, please follow all the steps in order. If you have accessed Online Deposits before, just skip Step 3.*

4. On the ***"Welcome to BECU Online Deposits"*** Screen ***(Figure 24)***:

a. Select the account you want to deposit to from the drop-down list.

b. Enter the total amount to be deposited.

c. Enter the number of checks to be deposited.

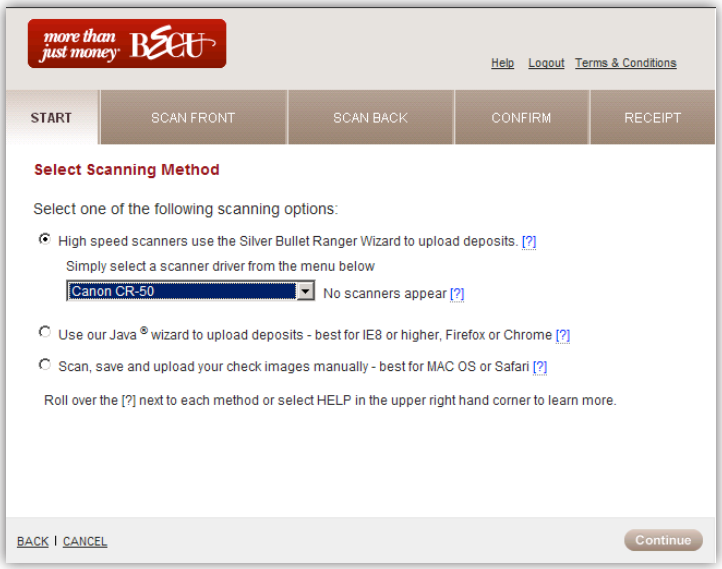
d. Make sure the scanner is connected and turned on and the checks are signed on the front and endorsed on the back. Then check the corresponding boxes.

e. ***First time using High-Speed Online Deposits only:*** Select ***No, I want to review or update my scanner settings***. All times after the first select ***Yes*** and it will take you directly to Step 6.

Figure 24

5. The next series of screens will prompt you to select a scanning method. Select the first option for the scanning method –***High-Speed scanners use the Silver Bullet Ranger Wizard to upload deposits*** ***(Figure 25)***.

a. Select ***Canon CR-50*** from the drop-down list. Click ***Continue***.


more than just money BECU
Help Logout Terms & Conditions
START
SCAN FRONT
SCAN BACK
CONFIRM
RECEIPT
Select Scanning Method
Select one of the following scanning options:
High speed scanners use the Silver Bullet Ranger Wizard to upload deposits. [?]
Simply select a scanner driver from the menu below
Canon CR-50
No scanners appear [?]
Use our Java ® wizard to upload deposits - best for IE8 or higher, Firefox or Chrome [?]
Scan, save and upload your check images manually - best for MAC OS or Safari [?]
Roll over the [?] next to each method or select HELP in the upper right hand corner to learn more.
BACK | CANCEL
Continue

> ***NOTE:*** *If the scanner drop-down list doesn't list Canon CR-50, you will need to look for an ActiveX pop-up and allow ActiveX.*
>
> ***NOTE:*** *You can roll your cursor over the blue questions marks [?] and they will tell more about each option.*

Figure 25

b. Select ***High-Speed*** scanning method ***(Figure 26)***.

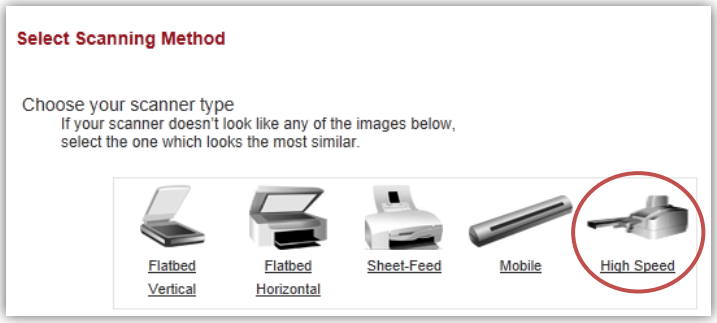

Select Scanning Method
Choose your scanner type
If your scanner doesn't look like any of the images below, select the one which looks the most similar.
Flatbed Vertical
Flatbed Horizontal
Sheet-Feed
Mobile
High Speed

Figure 26

c. Click on the ***High-Speed Scanner*** icon to confirm that was the scanner you chose from the previous screen ***(Figure 27)***. If it doesn't look like your scanner, click ***Back***.

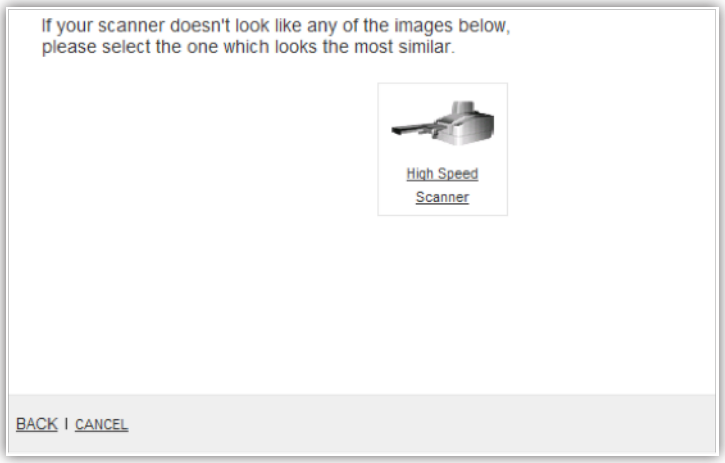

If your scanner doesn't look like any of the images below, please select the one which looks the most similar.
High Speed Scanner
BACK | CANCEL

Figure 27

d. You will then be asked another time if the scanner type is correct, click ***Yes*** if the scanner type is correct ***(Figure 28)***. If not, click ***Back***.

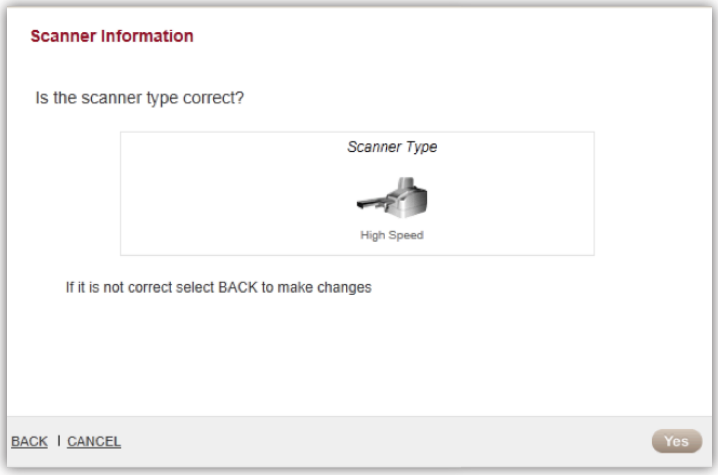


Figure 28

Scan

6. Prepare checks for scanning ***(Figure 29)***.

>> Remove rubber bands, staples, and paper clips
>> Scan checks of like sizes together; separate smaller size checks from larger sizes
>> Make sure all checks are facing the same direction and the bottoms (MICR lines) are parallel to the hard surface
>> Align edges of the checks by gently tapping the bottom and the side that goes into the scanner on a hard surface

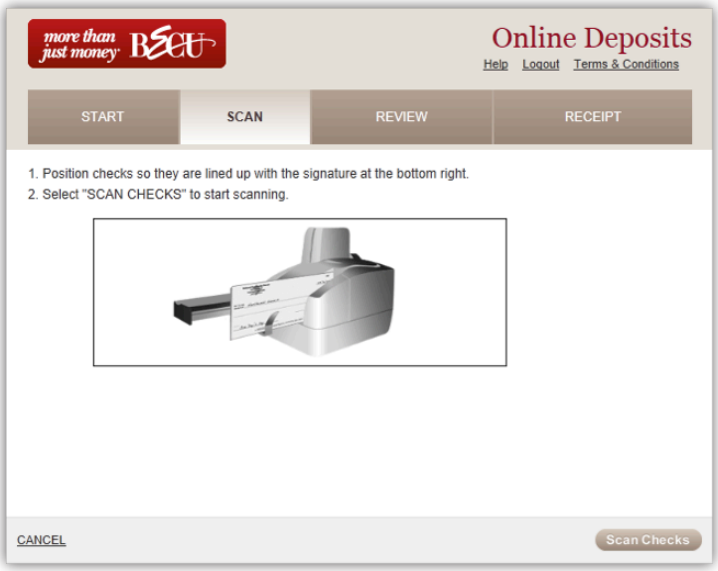


Figure 29

NOTE: *The recommended maximum number of checks to scan for a single batch is 30 checks. You may scan any number of checks up to 30*

7. Click ***Scan Checks*** to begin scanning your checks ***(Figure 29)***.

8. At completion of scanning, make sure the ***"Expected Number of Checks"*** matches the ***"Number of Checks."*** Click ***Scan Complete*** ***(Figure 30)***.

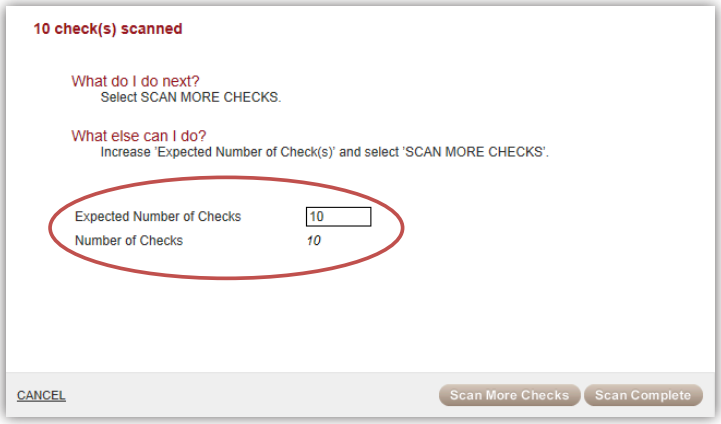


Figure 30

Add checks during a deposit

Online Deposits will give you the option to scan more checks after you have scanned your first batch. For example, if you just scanned large checks and also have small checks, you would now scan the small checks. Just click ***Scan More Checks*** which is located at the bottom of most of the Online Deposits pages. You will also be given the option to scan more checks during the Review and Receipt steps of Online Deposits.

"Expected Number of Checks" doesn't match with "Number of Checks"

If the ***"Number of Checks"*** is fewer than the number of checks you scanned, some of your checks may not have been captured during scanning.

To fix this problem:

a. Adjust the ***"Expected Number of Checks"*** to match the ***"Number of Checks."***

b. Click ***Scan Complete***.

c. Proceed to ***Review*** and figure out which check(s) didn't get scanned.

d. Click ***Scan more checks*** to scan the check(s) that weren't accounted for.

Review

9. When you are finished scanning, you will be prompted to review your deposit. If ***Review Status*** shows ***"Needs Review,"*** access the checks that need to be reviewed by clicking ***Review Checks*** ***(Figure 31)***.

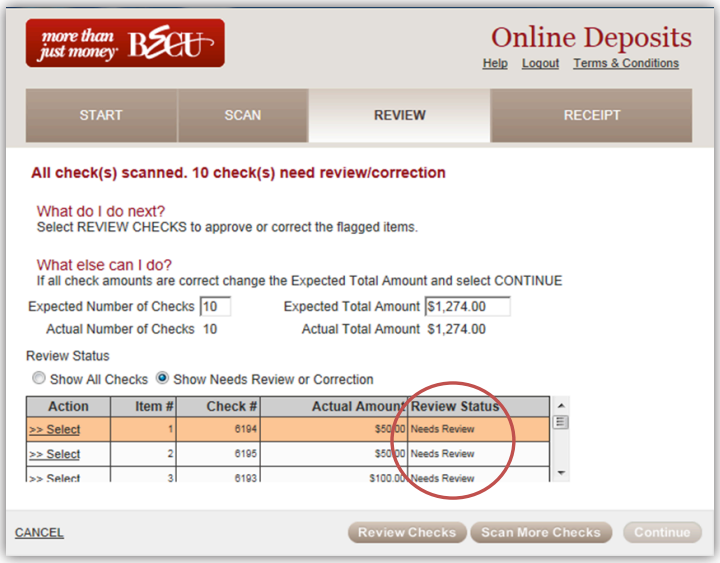


Figure 31

a. Correct or confirm the ***Amount***, ***Date***, and ***Account Holder*** or ***Institution*** ***(Figure 32)***.

b. Select ***Update*** and then ***Next*** ***(Figure 32)*** to proceed to the next check to review. Review and update all the checks that require review until your review status reads ***OK*** for all your checks.

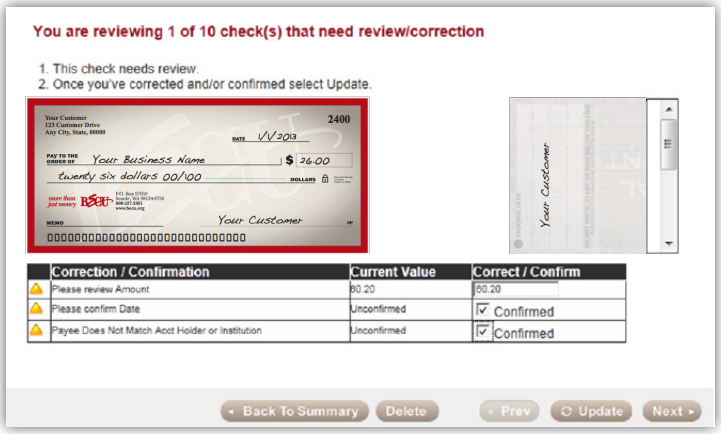


Figure 32

> ***NOTE:*** *If the payee name on the item doesn't match letter-for-letter the name on the account you're depositing to, you will be asked to confirm the payee.*
>
> *For example, if your business was called "Two Cakes Baking Company" and a customer wrote a check out to your business but abbreviated your business's name to "2 Cakes Baking Co," you would have to go into Review and confirm that the payee does match the account holder or institution.*

c. Once all your checks have been reviewed and the ***Review Status*** reads ***OK***, click ***Continue*** to proceed to the ***Receipt*** step ***(Figure 33)***.

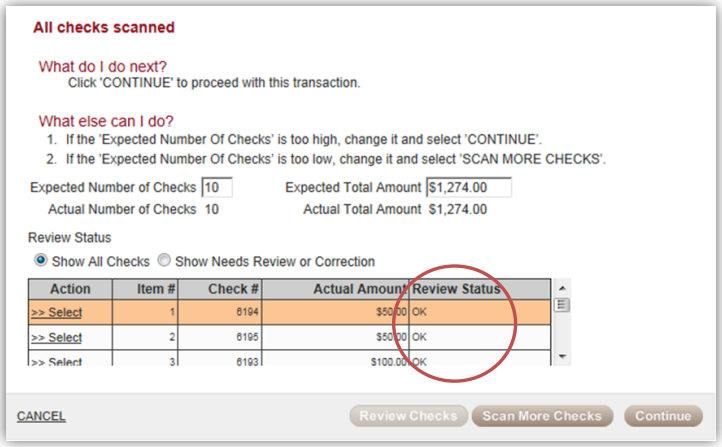


Figure 33

> ***NOTE:*** *Make sure "Expected Number of Checks" matches "Actual Number of Checks" and "Expected Total Amount" matches with "Actual Total Amount." These amounts won't adjust to equal each other automatically after you review all your checks. The system won't let you proceed if they don't match.*

Edit check information during a deposit

You can edit the number of checks, the amount of each check, and the total amount to be deposited during the ***Review*** portion of your deposit.

Delete checks during a deposit

You can delete checks during the Review step of your deposit.

1. Click ***Review Checks*** ***(Figure 34)***.

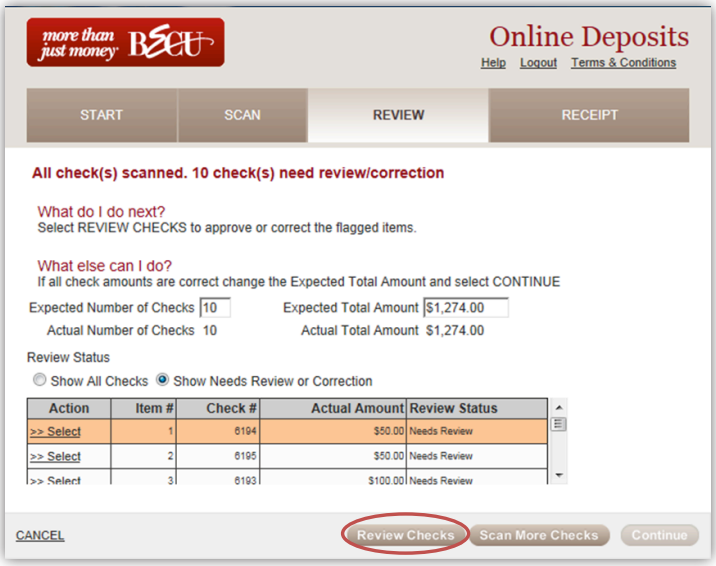


Figure 34

2. Click ***Delete*** for the check you want to remove from your deposit ***(Figure 35)***.

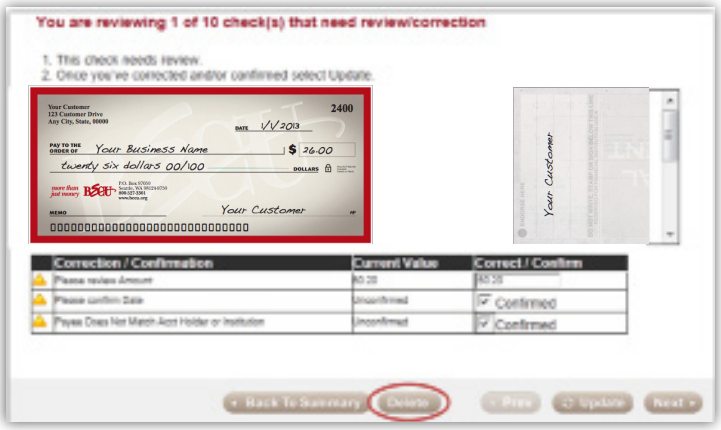


Figure 35

Duplicate Checks

The system will automatically detect whether a check has been duplicated. It will notify you of the duplication during the ***Review*** step and ask you to ***Delete*** the duplicated check from the deposit ***(Figure 36)***.

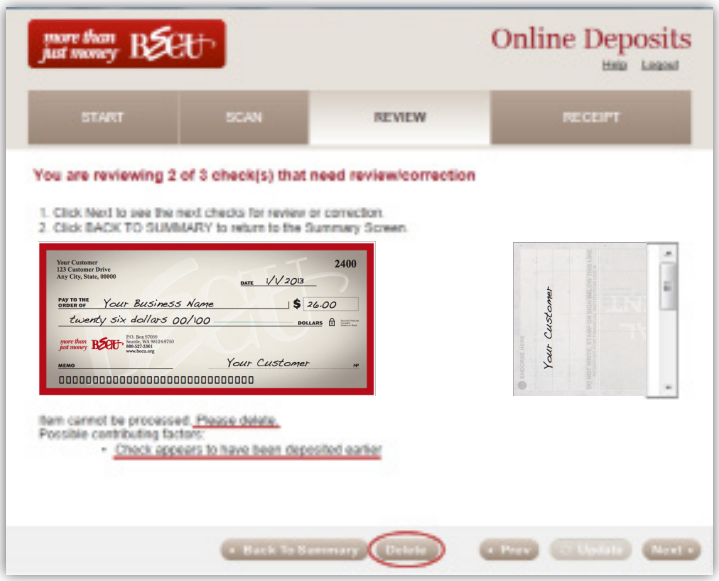


Figure 36

Receipt

10. Review your receipt. If everything is correct, click ***Submit***. If you find an error, click ***Back*** to ***Review*** ***(Figure 37)***.

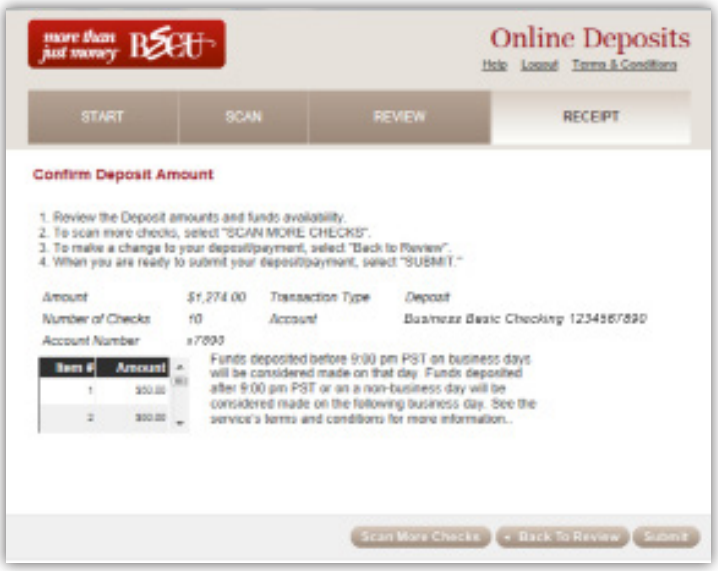

Online Deposits
Help
Logout
Terms & Conditions
START
SCAN
REVIEW
RECEIPT
Confirm Deposit Amount
1. Review the Deposit amounts and funds availability.
2. To scan more checks, select "SCAN MORE CHECKS".
3. To make a change to your deposit/payment, select "Back to Review".
4. When you are ready to submit your deposit/payment, select "SUBMIT."
Amount
$1,274.00
Transaction Type
Deposit
Number of Checks
10
Account
Business Basic Checking 1234567890
Account Number
x7890
Item #
Amount
Funds deposited before 9:00 pm PST on business days will be considered made on that day. Funds deposited after 9:00 pm PST or on a non-business day will be considered made on the following business day. See the service's terms and conditions for more information.
Scan More Checks
Back To Review
Submit

Figure 37

11. Online Deposits will then take you to your ***Online Deposit Confirmation***. Click ***Continue*** to complete your deposit ***(Figure 38)***.

Figure 38

12. The next page will tell you that your deposit has been completed. It will allow you to make another deposit. Or, you can review your ***Online Deposits History*** or logout of ***Online Banking*** ***(Figure 39)***.

more than just money
BECU
Online Deposits
History Help Logout Terms & Conditions
START
SCAN
REVIEW
RECEIPT
Thank you for using BECU Online Deposits
DEPOSIT SLIP
Your deposit has been completed.
Please file the check for 15 days to allow for settlement to complete then destroy the check.
Deposits may take a few minutes to show in your history.
Make Another Deposit

Figure 39

NOTE: *There is no link on Online Deposits that will direct you back to Online Banking. Online Deposits appears as a new window when you first click on the tab in Online Banking. Return to Online Banking by reopening the Online Banking window assuming you didn't exit out of it prior to accessing Online Deposits. However, Online Banking may have timed out while you were accessing Online Deposits and you will have to log back into Online Banking before accessing it.*

NOTE: *Deposits may take a few minutes to show up in your history. Once deposits are submitted they cannot be deleted. If you didn't submit a deposit, it won't automatically save in your account and you will have to rescan all the checks in that deposit and submit them as a new deposit.*

How to Access Previous Scanning History

In History, you will be able to see all your previous deposits – including date, amount deposited, deposit ID, quantity of checks, and transaction details.

1. Login to your ***BECU Online Banking Account***.
2. Click the ***Online Deposits*** tab located at the top of the screen.
3. Click ***History*** ***(Figure 40)*** in the upper right hand corner and it will take you to your ***Transaction History*** ***(Figure 41)***.

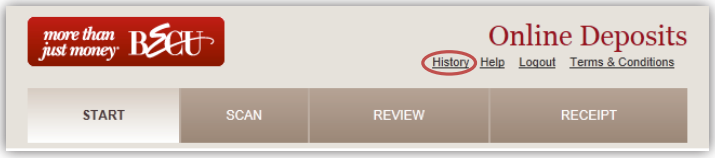


Figure 40

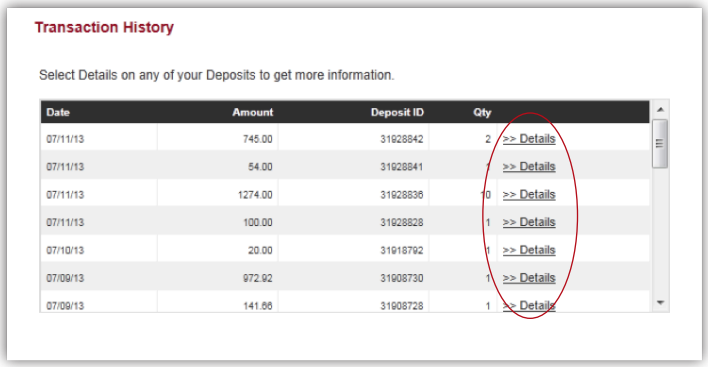

Transaction History
Select Details on any of your Deposits to get more information.
Date Amount Deposit ID Qty
07/11/13 745.00 31928842 2 >> Details
07/11/13 54.00 31928841 >> Details
07/11/13 1274.00 31928836 10 >> Details
07/11/13 100.00 31928828 1 >> Details
07/10/13 20.00 31918792 >> Details
07/09/13 972.92 31908730 >> Details
07/09/13 141.66 31908728 1 >> Details

Figure 41

Transaction Details

If you click on ***Details*** in ***Transaction History*** ***(Figure 41)*** it will take you to a detailed summary of a specific deposit. There you can review the date, account number, amount, transaction type, deposit ID, the quantity of checks, and check images. You can also print out the details for your records ***(Figure 42)***.

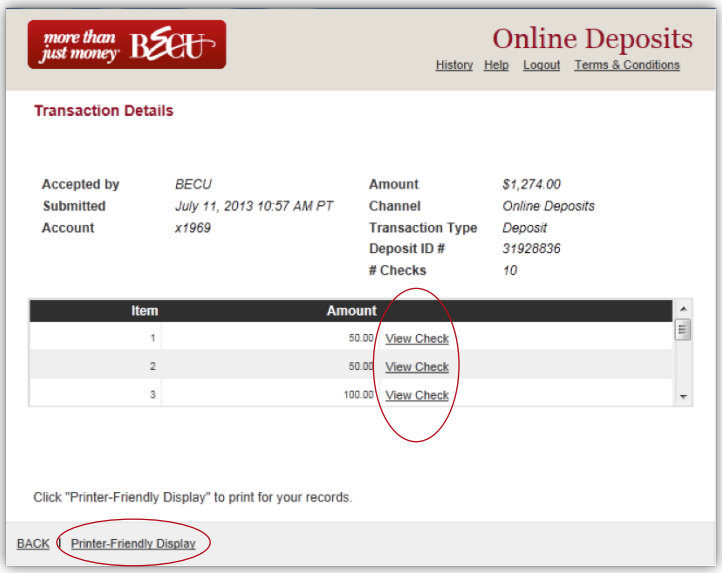


Figure 42

After Scanning

Please file the check in a safe, secure place for 15 days to allow for the settlement to complete, then destroy the check by shredding.

Support

BECU Online Banking and BECU Online Deposit Processing

Toll-free in the US and Canada
Business hours: M-F 7am-7pm, Sat. 9am-1pm (Pacific Time)
800-233-2328 (not for deaf or hard of hearing)
24-hour Telephone Banking
206-439-5700

Canon Scanner Installation, Operations and Maintenance

Refer to Canon CR-50 Installation Guide or Operations and Maintenance Guide

Canon Customer Support:
>> Phone: **1-800-652-2666 (1-800-OK-Canon)**
>> Phone: **1-800-828-4040** Technical Support
>> Website, FAQ & Contact Us: **www.canon.com**

Troubleshooting Guide

1. Scanner Jams

If your scanner jams while you are scanning checks refer to the ***"Clearing Paper Jams"*** section of the ***Canon CR-50 Instructions*** to learn how to properly remove checks from the scanner.

If you experience a jam

1. Take out all the checks in your scanner.
2. Cancel the deposit and start over.

> ***TIP:*** *To prevent future paper jams adjust the* ***Separation Roller*** *gap to the thickness of the checks being fed – see* ***"Adjusting the Separation Roller Gap"*** *in the* ***Canon CR_50 Instructions****.*

2. Check Scanner Connectivity

a. Verify that the Scanner's power cable is plugged in and the scanner is turned on.

b. There is a power switch on the back of the check scanner. If turned on, you should see the power light indicator turn on.

c. Validate that the USB port that you have the scanner plugged to is functioning by plugging in another USB device or try using another USB port.

d. Verify that the USB cable is fully plugged into the scanner and into the USB port on the computer. If you have a spare cable from another USB device that you know works, try using that cable instead.

3. Use Internet Explorer in 32 bit mode

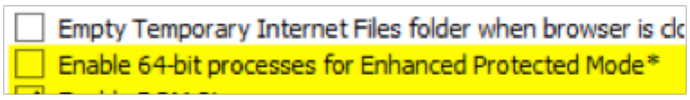
If you are using a 64bit version of Windows (such as Windows 7 or Windows 8), ensure that you are using the 32bit version of Internet Explorer. Both Internet Explorer 32-bit and Internet Explorer 64-bit are installed on 64-bit versions of Windows, and Internet Explorer 32-bit is the default application

a. **Internet Explorer 9**:

Internet Explorer will say "Internet Explorer x64" in the icon's name if it is 64-bit, the 32-bit version will just say "***Internet Explorer***". Use the icon that reads ***Internet Explorer***.

b. **Internet Explorer 10, 11**:

IE 10 and 11 do not have separate icons for 32 bit and 64 bit versions. Instead, they have a setting under Internet Options and the Advanced tab called "***Enable 64-bit processes for Enhanced Protected Mode***". By default, this option is turned off (unchecked) and the browser runs in 32 bit mode. When this option is checked the browser runs in 64 bit mode. Verify that your setting is unchecked.



4. Scanner Not Listed In Drop-down List

If you are successfully able to scan checks through the Ranger Flex application, but within Online Deposit the CR-50 scanner is not listed in the drop down box under the options for ***High speed scanners*** ***(Figure 43)***, the issue is likely due to Active X and/or JavaScript being blocked on your computer.

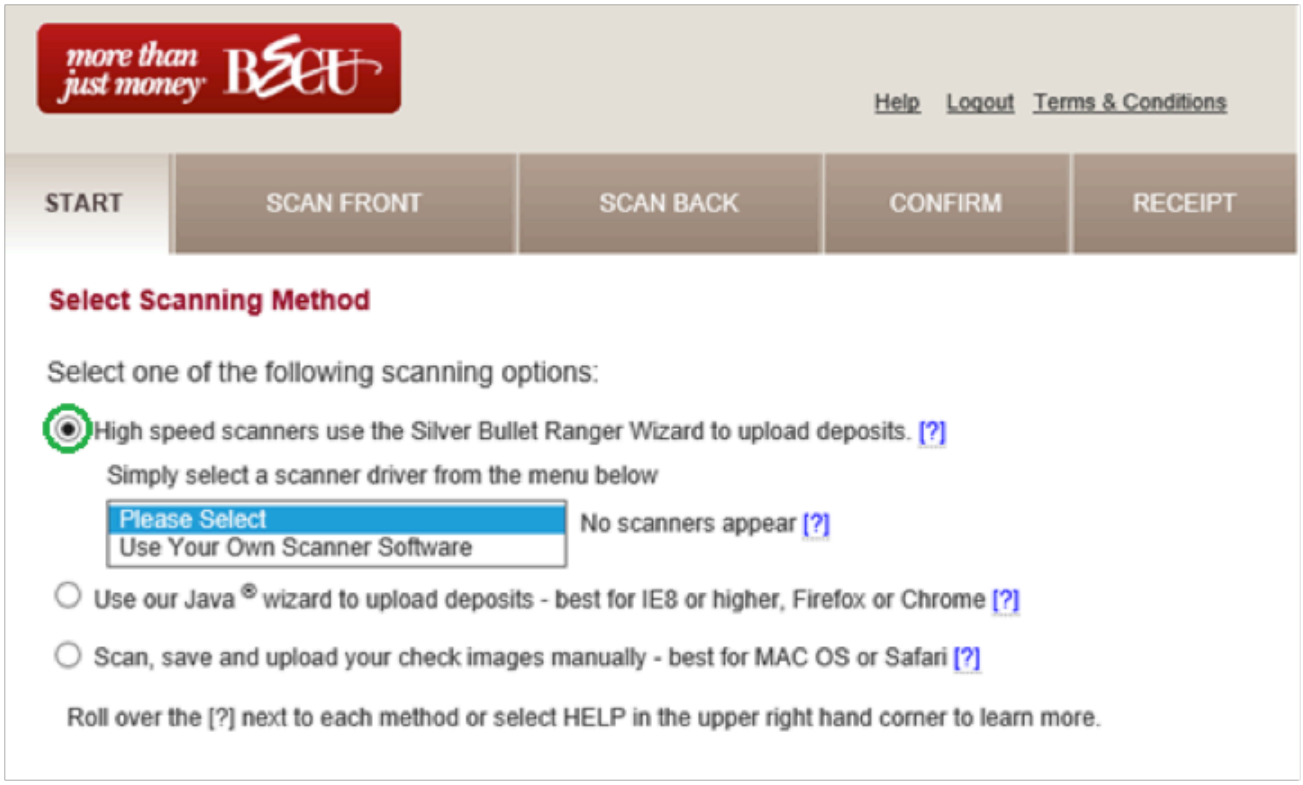

more than just money BECU
Help Logout Terms & Conditions
START
SCAN FRONT
SCAN BACK
CONFIRM
RECEIPT
Select Scanning Method
Select one of the following scanning options:
High speed scanners use the Silver Bullet Ranger Wizard to upload deposits. [?]
Simply select a scanner driver from the menu below
Please Select
Use Your Own Scanner Software
No scanners appear [?]
Use our Java ® wizard to upload deposits - best for IE8 or higher, Firefox or Chrome [?]
Scan, save and upload your check images manually - best for MAC OS or Safari [?]
Roll over the [?] next to each method or select HELP in the upper right hand corner to learn more.

Figure 43

The following items should be reviewed for troubleshooting Active X/JavaScript issues:

a. **Internet Explorer:** IE needs to be configured to allow Active X and JavaScript. Default settings for Web Browsers allow access to Active X and JavaScript, but you may have changed the security settings.
Click ***Tools*** and make sure ***ActiveX Filtering*** is **NOT** checked.

b. **Computer User Account:** This is specifically targeting the account logged in on the computer.

Windows systems can have a User setup as the administrator or not. Online Deposit will require you to be an Administrator or have the ability to run IE as an administrator (you would need to have the administrator login information). On most personal computers, your account is set as administrator. Business computers range quite drastically in terms of how the accounts are setup. *(See step 2 in the section for **Scanner Set-up** on page 06)*

5. Unable to view/select desired account number for deposit

If you are unable to see/select the account you desire to make the deposit to, it may be related to your role on that account. Agents cannot make deposits unless the specific account is added by the Administrator. Contact BECU for support and resolution.

6. Uninstall and Re-install the Ranger Application and Ranger Plug-In

If the CR050 scanner is still not listed after performing the troubleshooting steps above, uninstall the Ranger application.

a. Access ***Programs and Features*** from the ***Search*** function in the ***Start*** menu:

1. In **Windows 7** or **Vista**, type ***Programs and Features*** into the ***Search*** box and press ***Enter*** ***(Figure 44)***.

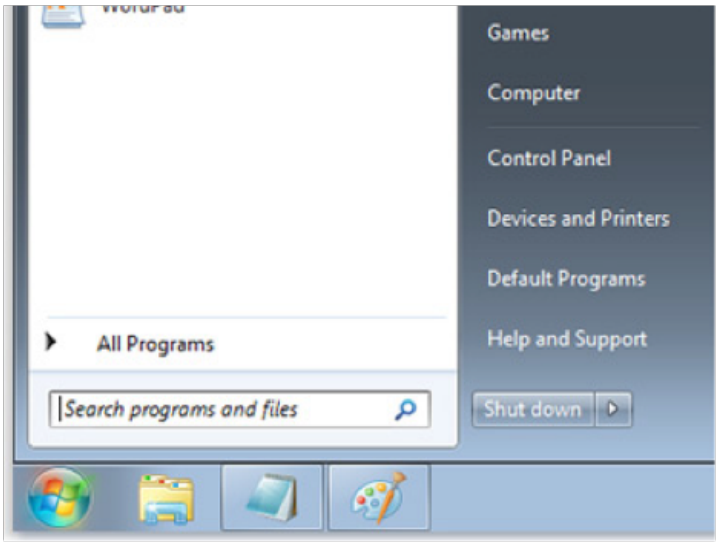


Figure 44

2. In **Windows 8** or **8.1**, just start typing ***Programs and Features*** from the ***Start*** screen and press ***Enter***. Search will automatically open on the right side of the screen when you start typing ***(Figure 45)***.

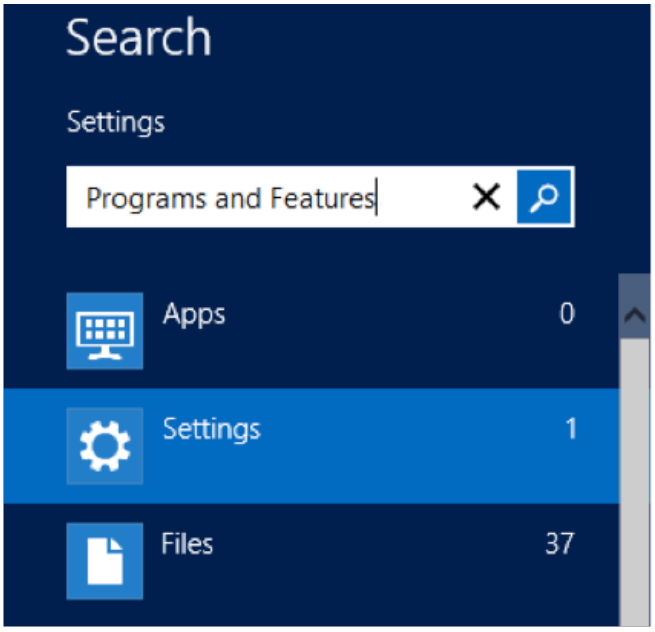


Figure 45

b. In the Programs and Features menu, search for the following two programs: Ranger and Ranger Plug-In: Canon-CR50CR80. Select and click ***Uninstall*** for each ***(Figure 46)***.

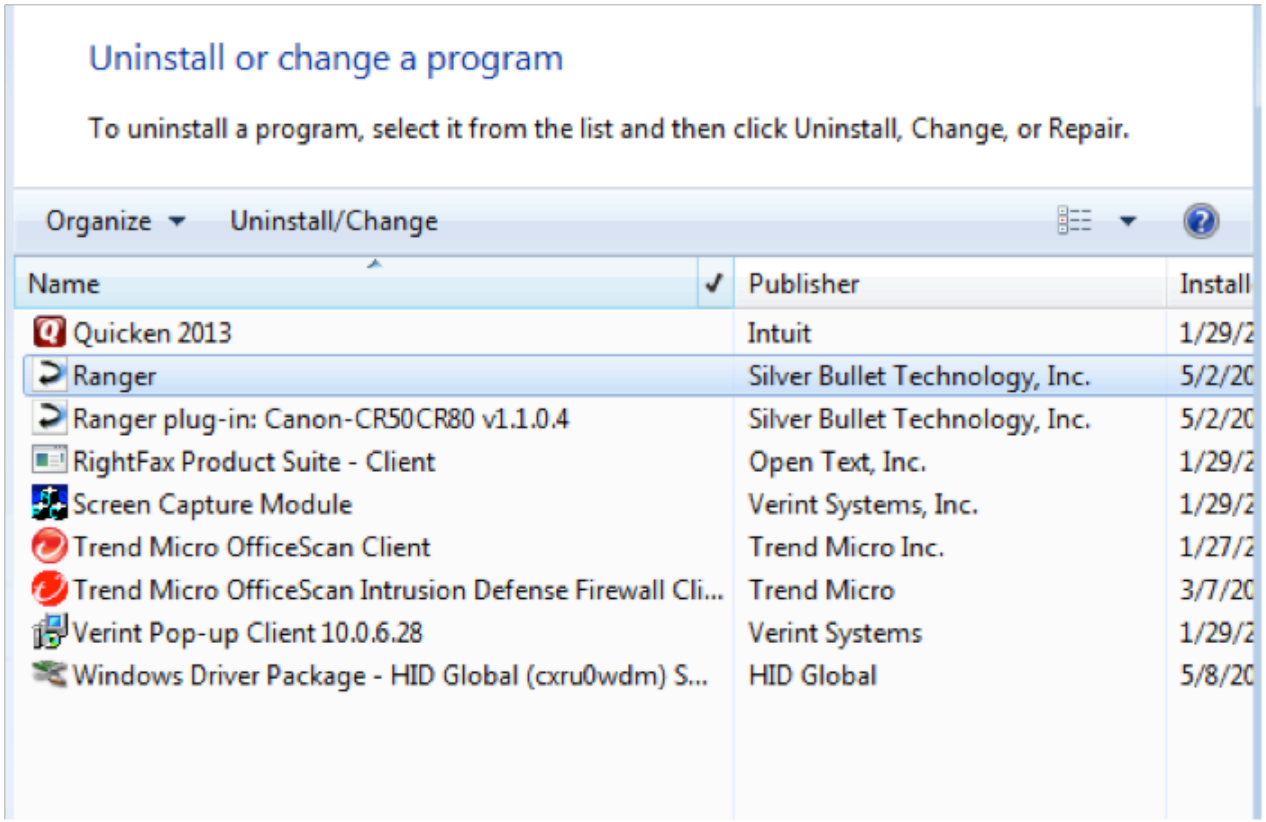


Figure 46

c. Disconnect the USB cable for the CR-50 scanner from the computer.

a. Re-Install the Ranger Transport API™ *(See **Installing Ranger Transport API** on page 8).*

b. Follow the Test Installation process *(see section **Testing the Scanner** on page15).*

7. Open **Internet Explorer**, click ***Tools***, Internet ***Options*** and under ***Browsing History*** click ***Delete…***

8. Uncheck ***Preserve Favorites website data*** and ***History***, but make sure all other boxes are checked. Click ***Delete***.